How to Use the Stripe Dispute Dashboard

07/24/2024 5:00 pm EDT

When a Stripe dispute (also known as a chargeback) is created, a notification is sent to your Message Center to alert you of the newly filed dispute.

dr chrono			Ϋ́νου	u are in a customer's account!	Test - Amit Roy (amit56r) O
Schedule Clinical Patients Reports	Billing Account Help	* X		Search	
ALL MESSAGES 0 All Messages 48	K Back to Messages Ma	fark as Unread Archive Message		< > Search	Messages Q
★ Starred	& Patient Payment D	Dispute Was Initiated Today	/		Create task
III All Messages 97					
FAX O	From: drchrono				Monday, July 16, 2018 1:39 PM
➔ Incoming Fax	View associated patient T	Tom (Voldemort) M. Riddle	it log		
♦ Outgoing Fax	- Herr associated patern i		in Log		
LAB RESULTS C	Notes				
Lab Results					
A eRx Requests		10			
REFERRALS O					
← Outbound Referrals	+ Add				
La Contacts			your patient, Tom Marvolo Riddle [RITO000001], has filed a credit card payment dispute. The cardholder dispute		
ONPATIENT O		to the dispute.	o them. This disputed amount and a \$15.00 fee will be deducted from your account within a day. You may be a	able to recover your funds by responding	
Online Appointments Patient Message		PATIENT NAME			
		Tom Marvolo Riddle [RITO000001	1]		
Sent Message TASKS NEW TASK O		DISPUTE AMOUNT \$78.0			
TASKS NEW TASK O			DATE LISTED BELOW OR THE DISPUTE WILL RESULT IN A DEFAULT JUDGEMENT IN FAVOR OF THE I		
DIRECT MESSAGES		July 25, 2018	DATE LISTED BELOW OR THE DISPOTE WILL RESULT IN A DEPAGLI JUDGEMENT IN PAVOR OF THE I	DISPOTING PARTY.	
III Incoming Direct Messages	Stripe Test	IF YOU WOULD LIKE TO COUN	TER THE DISPUTE WE SUGGEST YOU PROVIDE THE FOLLOWING MATERIAL:		Jul 16, 1:39 p.m.
III Outbound Direct Messages		1) Copy of receipt			
		 Date and timestamp of appoint Email communications 	ment		
Reorder menu		4) Additional guidance on how to	respond to a dispute can be found here		
Customize Workflow		Click here to View-and-Respond			
		We realize how frustrating this ca	n be and we're here to help with any step along the way. Just reply to ruth@drchrono.com if you have question	ns.	
		Best,			
		The DrChrono Team			

To view the details of a filed dispute, hover over the **Billing** tab and select **OnPatient Payments** to access the Stripe Dashboard.

dr chrono								
Schedule Clinical	Patients	Reports	Billing	Account	Help	* X	_	
Billing Summary Live Claims Feed Patient Payments (beta) Day Sheet Transactions Remittance Reports Unmatched ERAs Accounts Receivable Patient Statements Product / Procedure Balance / Ledger			Live Cla Patient I Day She Transac Remittal Unmato Account Patient I Product Patient I Fee Sch Underpa Adjustm Sales Ta	tions nce Reports hed ERAs is Receivable Statements /Procedure Balance Ledge edule aid Items ent Master ix ht Payments		BUSINESS INTELLIGENCE Denial Analysis 2.0 Payment Analysis 2.0 CODING Code Search New Custom Procedures ENROLLMENTS Bulk Edit Payer IDs Insurance Setup Payer Search	ts Disputes	\$ Cocount occur 2 days Amount Charge \$78.00 \$55.00 \$5.00 \$10.00
Fee Schedule			Disputed	0	Tor	n (Voldemort) M. Riddle		\$10.00 \$39.00
Underpaid Items			Disputed			n (Voldemort) M. Riddle		\$29.00
Adjustment Master			Disputed			n (Voldemort) M. Riddle		\$2.00
			Disputed	0	Tor	n (Voldemort) M. Riddle		\$5.00
Sales Tax			Disputed	0	Tor	n (Voldemort) M. Riddle		\$89.00
onpatient Payments			Disputed	0		n (Voldemort) M. Riddle		\$23.00
Billing Log			Disputed Disputed			n (Voldemort) M. Riddle n (Voldemort) M. Riddle		\$12.00 \$12.00

The first tab you will see is the **Payments** tab. This tab includes a listing of all your recent Stripe payments including those that are in dispute. The details of any disputed charge are accessible by clicking on the status of the dispute.

r chrono					T You	are in a customer's account!	Stripe Test - Amit Roy (amit5
chedule Clinical Patients Reports	Billing Acc	ount Help 🔀				See	arch 🔽 🥶
illing Summary	onpatient	t Payments Deposits Dis	putes				
ve Claims Feed	From	To Filter by Range: \$	- \$				
atient Payments (beta)	Patient	Status: All					
ay Sheet							
ansactions	Available: \$0.0	00 Pending: \$0.00					C Upda
emittance Reports							
nmatched ERAs	Patient Paym	ents Fee: 3.50% plus 35¢ per payment. Payouts to y	ur bank account occur 2 days after the patie	ent is charged			
ccounts Receivable	Export	🌣 Internal 👻					1 - 20 OF 47
	Status	Patient	Amount Charged	Processing Fees	Amount Collected	Date of Payment	Payout Date
	Disputed 0	Tom (Voldemort) M. Riddle	\$78.00	\$3.08	\$74.92	Jul 16, 2018	N/A (disputed)
oduct / Procedure	Disputed 0	Tom (Voldemort) M. Riddle	\$55.00	\$2.27	\$52.73	Jun 29, 2018	N/A (disputed)
lance / Ledger	Disputed 0	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 29, 2018	N/A (disputed)
	Disputed 0	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 29, 2018	N/A (disputed)
e Schedule	Disputed 0	Tom (Voldemort) M. Riddle	\$39.00	\$1.71	\$37.29	Jun 28, 2018	N/A (disputed)
derpaid Items	Disputed 0	Tom (Voldemort) M. Riddle	\$29.00	\$1.36	\$27.64	Jun 28, 2018	N/A (disputed)
justment Master	Disputed 0	Tom (Voldemort) M. Riddle	\$2.00	\$0.42	\$1.58	Jun 28, 2018	N/A (disputed)
	Disputed 0	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 27, 2018	N/A (disputed)
les Tax	Disputed 0	Tom (Voldemort) M. Riddle	\$89.00	\$3.46	\$85.54	Jun 26, 2018	N/A (disputed)
patient Payments	Disputed 0	Tom (Voldemort) M. Riddle	\$23.00	\$1.15	\$21.85	Jun 26, 2018	N/A (disputed)
	Disputed 0	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
ng Log	Disputed 0	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)
	Disputed 0	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 26, 2018	N/A (disputed)
	Disputed 0	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
	Disputed 0	Draco Malfoy	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)
	Disputed 0	Draco Malfov	\$2.00	\$0.42	\$1.58	Jun 26, 2018	N/A (disputed)

To view all of your active disputes, select the **Disputes** tab. This tab includes a listing of each dispute by Dispute ID number.

dr chrono					You are in a custome	r's account! 🏻 🛔 Stripe	Test - Amit Roy (amit58r)
Schedule Clinical Patients Re	aports Billing Account Help 💺 🔀					Search	
Billing Summary	onpatient Payments Payments	Deposits Disputes					
Live Claims Feed	From To Filter by I	Range: S - S					
Patient Payments (beta)	Patient + Status: All -						
Day Sheet							
Transactions	Available: \$0.00 Pending: \$0.00						C Update
Remittance Reports	🖹 Export 🛛 🌩 Internal 🗸						1 - 20 OF 77
Unmatched ERAs							
Accounts Receivable	Dispute ID	Patient	Amount Disputed	Date of Payment	Date of Dispute	Due By	Status
Accounts necelvable	dp_1CoaerDJCrA5kMGDzWQvgSHy	Torn (Voldemort) M. Riddle	\$78.00	Jul 16, 2018	Jul 16, 2018	Jul 25, 2018	Under Review
Patient Statements	dp_1CiTo2DJCrA5kMGDkopCTsw8	Torn (Voldemort) M. Riddle	\$55.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Under Review
Product / Procedure	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Torn (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Lost
FIGURE FIGURE	dp_1ClSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Balance / Ledger	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Fee Schedule	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Underpaid Items	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Adjustment Master	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
• • •	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Sales Tax	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
onpatient Payments	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Billing Log	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
	dp_1CiSuvDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response

Dispute ID numbers are clickable and will reveal additional dispute details. The Disputes tab also displays the date a dispute was filed along with the due date for submitting evidence to support the disputed charge. Instructions for using our Evidence Upload Tool can be found HERE.

Status is indicated beside each dispute and may include one of the following:

- Needs Response (Dispute requires evidence.)
- Under Review (The patient's financial institution is reviewing the evidence submitted.)
- Lost
- Won

Any time the status of a dispute changes or if you are approaching the deadline to provide evidence for a dispute, a notification is sent to your Message Center to alert you.

dr chrono	_						Y You are in a	redstormer s a		Stripe Test		
Schedule Clinical Patients Report	s Billi	ng	Account	Help 💈 🔀					s	earch		7
ALL MESSAGES 0	A.II.	Mag	ssages	?				To option of	our incoming f	ov number o	please contact sup	nort
Incoming Messages 48	740	WIG:	ssayes	•				to actup y	our moonning i	ax number, p	nease contact sup	port
Starred	M	ark or	s Read Mar	k as Unread Show Archived				1 - 40 OF	110	Search Mes	00000	
■ All Messages 97	1416	ain as	s neau - Mai	Kas official Slow Pichives				1-4001		Search wes	ioayoo	
FAX			From	Title	Associated patient	Assigned to	Assigned b	y Workflow	Created		▼ Updated	
Incoming Fax		☆	drchrono	Payment dispute evidence submitted for patient RITO000001	Tom (Voldemort) M. Riddle				July 16, 2018	, 1:43 p.m.	July 16, 2018, 1:4	44 p.m
E Outgoing Fax		☆	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				July 16, 2018	, 1:39 p.m.	July 16, 2018, 1:4	40 p.m
LAB RESULTS O		☆	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018	, 1:39 p.m.	July 16, 2018, 1:4	40 p.m
Lab Results		\$	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:	39 p.n
ERX 0		\$	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:	39 p.r
REFERRALS O		\$	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:	39 p.r
Outbound Referrals		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:	39 p.n
Contacts		\$	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:	39 p.n
ONPATIENT O		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018	l, 1:39 p.m.	July 16, 2018, 1:3	39 p.n
Online Appointments		\$		Payment Processed for Tom (Voldemort) M. Riddle in the amount of \$78.00 via drchrono billing center	Tom (Voldemort) M. Riddle				July 16, 2018	l, 1:38 p.m.	July 16, 2018, 1:3	38 p.r
Patient Message		☆	drchrono	Payment dispute evidence submitted for patient RITO000001	Tom (Voldemort) M. Riddle				June 29, 2018	8, 5:07 p.m.	June 29, 2018, 5:	:07 p.i
Sent Message		\$	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 201	8, 5:07 p.m.	June 29, 2018, 5	:07 p.
TASKS NEW TASK O		\$		Payment Processed for Tom (Voldemort) M. Riddle in the amount of \$55.00 via drchrono billing center	Tom (Voldemort) M. Riddle				June 29, 201	8. 5:06 p.m.	June 29, 2018, 5	:06 p.
E My Tasks		\$	drchrono	Payment Dispute was Won	Tom (Voldemort) M. Riddle				June 29, 2018		June 29, 2018, 5:	
DIRECT MESSAGES		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				June 29, 2018	8, 5:02 p.m.	June 29, 2018, 5:	:03 p.
Incoming Direct Messages			drchrono	Payment dispute evidence submitted for patient RITO000001	Tom (Voldemort) M. Riddle				June 29, 2018	8, 5:01 p.m.	June 29, 2018, 5:	
Outbound Direct Messages			drchrono	Reminder to Provide Evidence for Dispute	Tom (Voldemort) M. Riddle				June 29, 2018	8, 4:47 p.m.	June 29, 2018, 4:	:47 p.
Reorder menu			drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 201	8, 4:47 p.m.	June 29, 2018, 4	:47 p
Customize Workflow			drchrono	Warning: Dispute window closing	Tom (Voldemort) M. Riddle				June 29, 2018	8, 4:45 p.m.	June 29, 2018, 4:	:45 p.
Customize workflow			drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 201		June 29, 2018, 4	

Once a dispute is initiated, the disputed amount will be immediately returned to the patient/cardholder from your Stripe account balance.

If the dispute is won by the practice, your Stripe account will be incremented with the disputed amount.

If the dispute is lost, the card issuer's decision is final and the patient's/cardholder's payment remains refunded. A \$15 dispute fee will also be applied to your DrChrono invoice upon losing a dispute.