## 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			▼ You are in a customer's accou	nti 🚨 Stripe Test 👻	Amit Roy (amit56r)
Schedule Clinical Patients Reports	Billing Account Help	* X		Search	<b>⊵</b> , ≡ +
ALL MESSAGES   ALL MESSAGES  48	K Back to Messages	ark as Unread Archive Message		< > Search Messa	iges Q
★ Starred	B Patient Payment D	ispute Was Initiated Today	y .		Create task
III All Messages 100					
FAX O	From: drchrono			Monda	ay, July 16, 2018 1:39 PM
➔ Incoming Fax	A View associated patient T	form (Voldemort) M. Biddle	tit Log		5~
← Outgoing Fax			an read		
LAB RESULTS O	Notes				
Ge eBx Requests					
REFERRALS O					
← Outbound Referrals	+ Add				
Contacts ONPATIENT O		We are writing to inform you that bank has returned the payment to	your patient, Tom Marvolo Riddle (RITO000001), has filed a credit card payment dispute. The cardholder disputed this charge with the o them. This disputed amount and a \$15.00 fee will be deducted from your account within a day. You may be able to recover your fund	ir bank and the is by responding	
Online Appointments		to the dispute.			
Patient Message		Tom Marvolo Riddle [RITO00000	1]		
<ul> <li>Sent Message</li> </ul>		DISPUTE AMOUNT			
TASKS NEW TASK O		\$78.0			
≡ My Tasks		YOU MUST RESPOND BY THE	DATE LISTED BELOW OR THE DISPUTE WILL RESULT IN A DEFAULT JUDGEMENT IN FAVOR OF THE DISPUTING PARTY.		
DIRECT MESSAGES 0	Stripe Test			Jul 16,	, 1:39 p.m.
Outbound Direct Meanages		1) Copy of receipt	THE THE DISPOTE WE SUGGEST TOU PROVIDE THE POLLOWING MATERIAL:		
- Outbound Direct measages		2) Date and timestamp of appoint	tment		
Reorder menu		<ol> <li>4) Additional guidance on how to</li> </ol>	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 questions.		
		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 Rep	orts Billing Account	Help 🚼 🔀	
Billing Summary         Live Claims Feed         Patient Payments (beta)         Day Sheet         Transactions         Remittance Reports         Unmatched ERAs         Accounts Receivable         Patient Statements         Product / Procedure         Balance / Ledger	BILLING Billing Summary Live Claims Feed Patient Payments (Beta) Day Sheet Transactions Remittance Reports Unmatched ERAs Accounts Receivable Patient Statements Product/Procedure Patient Balance Ledger Fee Schedule Underpaid Items Adjustment Master Sales Tax Onpatient Payments	BUSINESS INTELLIGENCE Denial Analysis 2.0 Payment Analysis 2.0 CODING Code Search New Custom Procedure Custom Procedures ENROLLMENTS Bulk Edit Payer IDs Insurance Setup Payer Search	ts Disputes  - \$  ayouts to your bank account occur 2 days af  Amount Charged  \$78.00  \$55.00  \$5.00
Fee Schedule			\$10.00
Underpaid Items	Disputed <b>0</b> Disputed <b>0</b>	Tom (Voldemort) M. Riddle Tom (Voldemort) M. Riddle	\$39.00 \$29.00
Adjustment Master	Disputed	Tom (Voldemort) M. Riddle	\$2.00
Sales Tax	Disputed <b>9</b> Disputed <b>9</b>	Tom (Voldemort) M. Riddle Tom (Voldemort) M. Riddle	\$5.00 \$89.00
onpatient Payments	Disputed	Tom (Voldemort) M. Riddle	\$23.00
Billing Log	Disputed <b>()</b> Disputed <b>()</b>	Tom (Voldemort) M. Riddle Tom (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.

dr chrono					T You	are in a customer's account!	🎍 Stripe Test - Amit Roy (amit56r) Ů			
Schedule Clinical Patients Reports	Billing Account	t Holp 😓 🔀					Search 💽 🥶 🛨			
Billing Summary	onpatient Pa	ayments Payments Deposits I	Disputes							
Live Claims Feed	[									
Patient Payments (bata)	From	10 Filter by Range: \$	- 5							
Patient Payments (beta)	Patient	Status: All 👻								
Day Sheet										
Transactions	Available:50.00 Percing: 50.00									
Remittance Reports	Defined Demonstra	5								
Unmatched ERAs	Patient Payments	s Fee: 3.50% plus 35¢ per payment. Payouts to	your bank account occur 2 days after the pate	ent is charged						
Associate Resolution	Export 0	Internal -					1 - 20 QF 47 🔿			
Accounts Receivable										
Patient Statements	Status	Patient	Amount Charged	Processing Fees	Amount Collected	Date of Payment	Payout Date			
Product / Procedure	Disputed	Tom (Voldemort) M. Riddle	\$78.00	\$3.08	\$74.92	Jul 16, 2018	N/A (disputed)			
	Disputed	Tom (Voldemort) M. Riddle	\$55.00	\$2.27	\$52.73	Jun 29, 2018	N/A (disputed)			
Balance / Ledger	Disputed	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 29, 2018	N/A (disputed)			
Fee Schedule	Disputed	Tom (Voldemort) M. Riddle	\$10.00	\$0.70	\$9.30	Jun 29, 2018	N/A (disputed)			
	Disputed	Tom (Voldemort) M. Riddle	\$39.00	\$1.71	\$37.29	Jun 28, 2018	N/A (disputed)			
Underpaid Items	Disputed	Tom (Voldemort) M. Riddle	\$29.00	\$1.36	\$27.64	Jun 28, 2018	N/A (disputed)			
Adjustment Master	Disputed	Tom (Voldemort) M. Riddle	\$2.00	\$0.42	\$1.58	Jun 28, 2018	N/A (disputed)			
	Disputed	Tom (Voldemort) M. Riddle	\$5.00	\$0.52	\$4.48	Jun 27, 2018	N/A (disputed)			
Sales lax	Disputed	Tom (Voldemort) M. Riddle	\$89.00	\$3.46	\$85.54	Jun 26, 2018	N/A (disputed)			
onpatient Payments	Disputed	Tom (Voldemort) M. Riddle	\$23.00	\$1.15	\$21.85	Jun 26, 2018	N/A (disputed)			
Dilling Los	Disputed	Tom (Voldemort) M. Riddle	\$12.00	\$0.77	\$11.23	Jun 26, 2018	N/A (disputed)			
Billing Log	Disputed	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 O	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 customer's ac	counti 🏻 🛔 Stripe	Test - Amit Roy (amit56r) ひ
Schedule Clinical Patients Reports	Billing Account Help					Search	
Billing Summary	onpatient Payments Payments Deposit	s Disputes					
Live Claims Feed	Enter Pillers by Desserv						
Patient Payments (heta)	Prom	- 0					
Fatient Fayments (Deta)	Patient 🐳 Status: All 🔻						
Day Sheet							
Transactions	Available: \$0.00 Pending: \$0.00						C Update
Remittance Reports							
Linmatched EBAs	Export Internal -						1 - 20 OF 77 🔶
onmatched Lines	Dispute ID	Patient	Amount Disputed	Date of Payment	Date of Dispute	Due By	Status
Accounts Receivable	dp_1CoaerDJCrA5kMGDzWQvgSHy	Tom (Voldemort) M. Riddle	\$78.00	Jul 16, 2018	Jul 16, 2018	Jul 25, 2018	Under Review
Patient Statements	dp_1CiTo2DJCrA5kMGDkopCTsw8	Tom (Voldemort) M. Riddle	\$55.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Under Review
Braduat / Bradadura	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Lost
Product / Procedure	dp_1CiSuyDJCrA5kMGDGTE6JD7X	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_1ClSuyDJCrA5kMGDGTE6JD7X	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
Color Tex	dp_1ClSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
Sales lax	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
Billing Log	dp_1ClSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
e	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Tom (Voldemort) M. Riddle	\$5.00	Jun 29, 2018	Jun 29, 2018	Jul 8, 2018	Needs Response
	dp_1CiSuyDJCrA5kMGDGTE6JD7X	Torn (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						1	∑ You are in a	customer's a	ccounti 🏻 🛔 Stripe Test	- Amit Roy (amit56r) ひ
Schedule Clinical Patients Reports	Billin	9	Account	Help 😓 🔀					Search	
				_						
ALL MESSAGES O	All N	Mes	sages	?				To setup yo	our incoming fax number,	please contact support
→ Incoming Messages 48										
★ Starred	Mar	rk as	Read M	rk as Unread Show Archived				1 - 40 OF 119 > Search Messages Q		
III All Messages 97										
FAX O			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, 1:44 p.m.
← Outgoing Fax		$\dot{\Omega}$	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:40 p.m.
LAB RESULTS O		☆	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:40 p.m.
A Lab Hesuits		☆	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
Eix 0		☆	drchrono	Payment Dispute was Lost	Draco Malfoy				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
REFERRALS		\$	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
Outbound Referrals		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
Contacts		\$	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
ONPATIENT O		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				July 16, 2018, 1:39 p.m.	July 16, 2018, 1:39 p.m.
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, 1:38 p.m.	July 16, 2018, 1:38 p.m.
Patient Message		☆	drchrono	Payment dispute evidence submitted for patient RITO000001	Tom (Voldemort) M. Riddle				June 29, 2018, 5:07 p.m.	June 29, 2018, 5:07 p.m.
Sent Message		ŵ	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 5:07 p.m.	June 29, 2018, 5:07 p.m.
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, 2018, 5:06 p.m.	June 29, 2018, 5:06 p.m.
My Tasks		$\dot{\Omega}$	drchrono	Payment Dispute was Won	Tom (Voldemort) M. Riddle				June 29, 2018, 5:05 p.m.	June 29, 2018, 5:05 p.m.
DIRECT MESSAGES		☆	drchrono	Payment Dispute was Lost	Tom (Voldemort) M. Riddle				June 29, 2018, 5:02 p.m.	June 29, 2018, 5:03 p.m.
and incoming preciamessages		☆	drchrono	Payment dispute evidence submitted for patient RITO000001	Tom (Voldemort) M. Riddle				June 29, 2018, 5:01 p.m.	June 29, 2018, 5:01 p.m.
III Outbound Direct Messages		☆	drchrono	Reminder to Provide Evidence for Dispute	Tom (Voldemort) M. Riddle				June 29, 2018, 4:47 p.m.	June 29, 2018, 4:47 p.m.
Reorder menu		\$	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 4:47 p.m.	June 29, 2018, 4:47 p.m.
Customer Mindelland		\$	drchrono	Warning: Dispute window closing	Tom (Voldemort) M. Riddle				June 29, 2018, 4:45 p.m.	June 29, 2018, 4:45 p.m.
Gustomize Workflow		\$	drchrono	Patient Payment Dispute Was Initiated Today	Tom (Voldemort) M. Riddle				June 29, 2018, 4:45 p.m.	June 29, 2018, 4:45 p.m.
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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.