How to use the Adjustment Master screen?

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The adjustment master screen enables a provider to set up their own "Action to be taken" for the adjustment reason codes which will override the current rule of payment posting in DrChrono.

• **Example**: Currently, in the DrChrono system the adjustment reason code "CO45" will automatically adjust off the balance, however, if the provider wants to transfer the claim to a specific status so it can be reviewed before being adjusted, this screen will allow you to do that.

Follow the instructions below:

1. Hover over the **Billing** tab and select **Adjustment Master**:

Billing	Account	Marketplac			
BILLING					
Billing S	Summary				
Live Cla	ims Feed				
Patient	Payments				
Day She	eet				
Transac	tions				
Remitta	nce Reports				
Unmatc	hed ERAs				
Insuran	ce Credit Car	d Payments			
Account	ts Receivable	•			
Patient	Patient Statements				
Product	Product/Procedure				
Patient	Balance Ledg	ger			
Fee Sch	nedule				
Underpa	aid Items				
Adjustm	ent Master				
Sales Ta	ax				
Billing L	.og				

2. Please click on the green +Add New to set an adjustment rule.

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Schedule Clinical Patie	nts Reports Billing	Account	Н	elp 💲 📈			Search	5	≡	
Adjustment Master All C	CPT & HCPCS Revenue	9								
Payer ID 🗣 🔁 Update										
+ Add New									1 - 8	8 OF
Procedure	Provider	Patient	Туре	Insurance Payer ID	Modifiers	Adjustment Reason	Adjustment Group Code	Action		
	All doctors in the practice gro	up								/
	All doctors in the practice gro	up				A2: Contractual adjustment.		Patient Adjustment		/
	All doctors in the practice gro	up				59: Processed based on multiple		Insurance Adjustmen		
23330: REMOVE SHOULDER FOREIGN BODY	All doctors in the practice gro	up	CPT			18: Duplicate claim/service.		Transfer to Patient		/
78451: HT MUSCLE IMAGE SPECT SING	All doctors in the practice gro	up	CPT			25: Payment denied. Your Stop Io	Patient Responsibility	Transfer to Patient		/
95974: CRANIAL NEUROSTIM COMPLEX	All doctors in the practice gro	up	CPT			2: Coinsurance Amount		Patient Adjustment		/
50840: REPLACE URETER BY BOWEL	All doctors in the practice gro	up	CPT			29: The time limit for filing ha	Contractual Obligations	Insurance Adjustmen	1	/
23031: DRAIN SHOULDER BURSA	All doctors in the practice gro	up	CPT			4: The procedure code is inconsi	Contractual Obligations	Insurance Adjustmen		1

3. This screen will allow you to select the Adjustment code, Group Code, CPT/HCPCS/Custom code, Payer and the Action to be taken as per the requirements. You can also leave the "Code Type" field blank if it is not for a specific code.

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Schedule Clinical Pati		Billing Account Hel	p \$ 💥					
Adjustment Master	CPT & HCPCS	Adjustment Master		Create ×				
Payer ID 🕴 😂 Update		Adjustment Reason	45: Charge exceeds fee sche	<>>				
		Adjustment Group Code	CO: Contractual Obligations					
+ Add New		Code type	СРТ				1 - 8 0	0F 8
Procedure		Code	CPT /					
	All doctors in the p	CPT/HCPCS Modifier	HCPCS					X
	All doctors in the p		Revenue					X
	All doctors in the p	Payer ID	+					×
23330: REMOVE SHOULDER FOREIGN BODY	All doctors in the p		Use 'Cash' for self pay and cash patients.					×
78451: HT MUSCLE IMAGE SPECT SING	All doctors in the p	Plan Name						×
95974: CRANIAL NEUROSTIM COMPLEX	All doctors in the p	Patient	☑ N/A					×
50840: REPLACE URETER BY BOWEL	All doctors in the p	Is Doctor-specific?	<u> </u>					×
23031: DRAIN SHOULDER BURSA	All doctors in the p		V					X
		Action to be taken	Interest Payment	quired				
			Patient Adjustment Transfer to Secondary					
			No Action Transfer to Patient					
Feedback Support 👩 🔊			Insurance Adjustment			Pra	actice C	hat

Once the rule is created, the "Action" will be taken automatically when the providers receive an ERA. For manual posting, the changes will reflect once the appointment is saved.