How to use the Adjustment Master screen?

07/24/2024 5:20 pm EDT

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	Marketplace								
BILLING										
Billing S	Billing Summary									
Live Cla	Live Claims Feed									
Patient	Patient Payments									
Day Sheet										
Transactions										
Remitta	Remittance Reports									
Unmatched ERAs										
Insurance Credit Card Payments										
Accounts Receivable										
Patient Statements										
Product/Procedure										
Patient Balance Ledger										
Fee Sch	edule									
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	Patients	Reports	Billing	Account	н	elp \$	*			Search	5	≡
Adjustment Master All CPT & HCPCS Revenue Payer ID CUpdate Cupdate Cupdate														
+ Add N	lew													1 - 8 OF 8
Procedure	•		Pro	/ider		Patient	Туре	Insurance	Payer ID	Modifiers	Adjustment Reason	Adjustment Group Code	Action	
			All d	All doctors in the practice group										🥒 🗙
			All d	All doctors in the practice group							A2: Contractual adjustment.		Patient Adjustment	🕜 🗙
			All d	octors in the p	ractice group						59: Processed based on multiple		Insurance Adjustment	t 🥒 🗙
23330: RE	MOVE SHOULDE	ER FOREIGN	BODY All d	octors in the p	ractice group		CPT				18: Duplicate claim/service.		Transfer to Patient	🖉 🗙
78451: HT	MUSCLE IMAGE	SPECT SING	All d	octors in the p	ractice group		CPT				25: Payment denied. Your Stop Io	Patient Responsibility	Transfer to Patient	🥒 🗙
95974: CR	ANIAL NEUROS	TIM COMPLE>	C All d	octors in the p	ractice group		CPT				2: Coinsurance Amount		Patient Adjustment	🕜 🗙
50840: RE	PLACE URETER	BY BOWEL	All d	octors in the p	ractice group		CPT				29: The time limit for filing ha	Contractual Obligations	Insurance Adjustment	t 🥒 🗙
23031: DR	AIN SHOULDER	BURSA	All d	octors in the p	ractice group		CPT				4: The procedure code is inconsi	Contractual Obligations	Insurance Adjustment	t 🥒 🗙

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