

What are Unmatched ERAs?

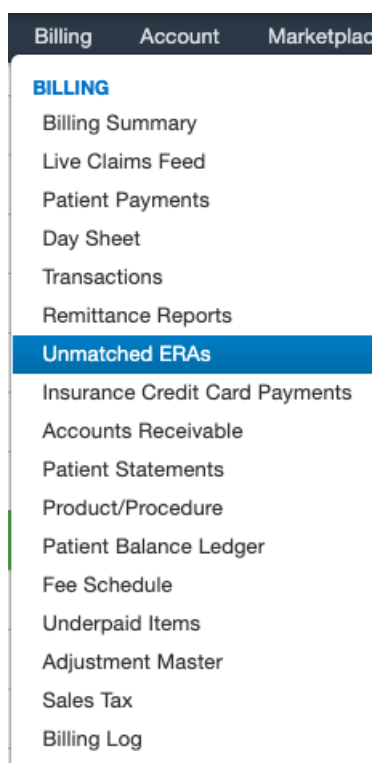
07/24/2024 10:42 pm EDT

When ERAs are received into DrChrono from the clearinghouse, they are validated against the appointment before posting. If the match is found, the payment will automatically be posted.

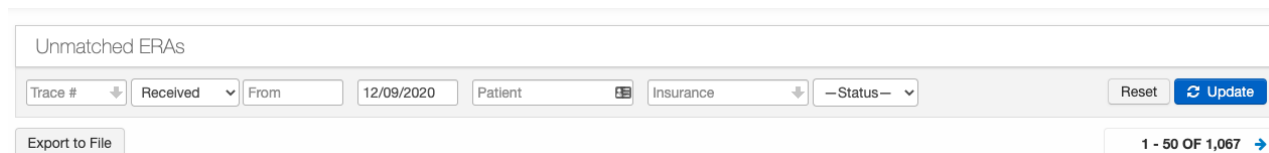
If there is no match found (whether the patient or the appointment date is not found), the payment and associated postings will appear under Unmatched ERAs.

Common reasons payments will post here include being billed out of another system and not listed in DrChrono, or a change being made to the appointment after the claim was billed out of DrChrono. You can then manually attach it to the correct appointment or update your records if the claim was billed outside DrChrono.

To navigate to the screen, hover over Billing and select **Unmatched ERAs**.



Once there, you will see a header that gives you several search options.



It will allow you to search for a specific:

- **Trace #** - This is the trace id number of the payment
- **Date** - Received Date/Check Date/DOS
- **Date range of payment(s)**
- **Patient**
- **Insurance**
- **Status**

If the fields are left blank, you will see all unmatched payments, with the most current showing on top.

Check Date	Posted Date	Check/Trace #	DOS	Insurance Co.	Payment	Adjustment	Adjustment Reason	Status	
12/07/2020	12/08/2020	0053305360	11/11/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$0.00	-3: Payment		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$90.00	45: Charge exceeds fee schedule/max		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$50.00	3: Co-payment Amount		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$150.00	45: Charge exceeds fee schedule/max		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$150.00	45: Charge exceeds fee schedule/max		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$0.00	\$150.00	45: Charge exceeds fee schedule/max		
12/07/2020	12/08/2020	0053305360	10/14/2020	EMPIRE HEALTHCHOICE ASSURANCE	\$10.00	\$0.00	-3: Payment		

Each line (payment, CO45 adjustment, copay, etc.) will be listed separately, so several lines could belong to the same patient and date of service.

To see additional information for each line, just click on the blue pencil on the right of each line. A separate window will open that will give you additional details. The bottom of the screen will allow you to search for a patient and attach the payment to a patient's appointment within DrChrono.

ERA Information

Trace Number: 0053305360

Patient:

Appointment: 11/4/2020 [unmatched]

Insurance Name: EMPIRE HEALTHCHOICE ASSURANCE

Payment: \$0.00

Adjustment: \$90.00

Adjustment Reason: 45: Charge exceeds fee schedul...

Procedure Code: 97110

Patient Search

No Patient Selected

Chart ID:

DOB:

Age:

Phone:

Email:

Appointment:

Line Item:

Status:

Once posted, you can delete the payment from this screen by clicking on the red x on the right side of each line. Deleting the payment will only remove it from the Unmatched ERAs screen. It will remain attached to any patient appointment you've attached it to within DrChrono, as well as appearing with the original ERA under Remittance

Reports.

Deleting from this screen will help your efficiency as when you pull it up, you will know that each line needs to be reviewed. There will be none that have already been worked.

Here is a [link](#) to a video that will walk you through the Unmatched ERA section of DrChrono.
