

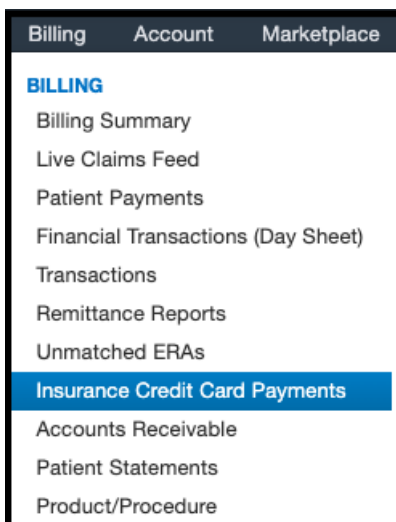
Insurance Credit Cards: Can I refund or send back the money via the virtual card?

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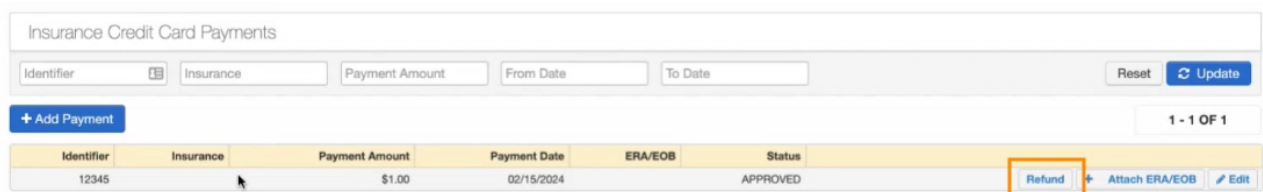
Suppose you receive a credit card (aka Virtual Credit Card) from a health insurance payer for reimbursement for services rendered to your patients. Now you need to refund the payment received. You can easily refund, to the virtual card, within your DrChrono account.

*** Please note, that this feature will only work if you utilize DrChrono Payments as your payment processor ***

- Navigate to Billing > Insurance Credit Card Payments



- When you locate which payment needs to be refunded, follow the line over to the right of the screen. There is a **Refund** button that will allow you to refund the payment. Please note, the entire amount of the payment will be refunded. No partial refunds are allowed through this button.



- Once the payment has been refunded, the status of that card will change to "refunded".