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

Billing	Account	Marketplace					
BILLING							
Billing S	Summary						
Live Cla	aims Feed						
Patient	Payments						
Financia	al Transactions	s (Day Sheet)					
Transac	tions						
Remitta	nce Reports						
Unmatched ERAs							
Insuran	ce Credit Card	Payments					
Accoun	ts Receivable						
Patient	Patient Statements						
Product/Procedure							

• 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.

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Add Payment						1 - 1 OF 1
Identifier	Insurance	Payment Amount	Payment Date	ERA/EOB	Status	
		\$1.00	02/15/2024		APPROVED	Refund + Attach ERA/EOB

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