

# How to Post a Retraction Payment from the Insurance Company?

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Sometimes a payer will retract a payment from an appointment that was previously paid.

An example would be when the patient was not eligible on the date of service. They could have paid the claim with the information that the patient was active but subsequently received information (usually from their employer) that the patient was not eligible on the date of service. They audit their system and sometimes find where they have paid out on a claim they shouldn't have; thus the retraction.

If the retraction comes in on an ERA, it will be posted for you. The directions below will assist if you need to manually post it.

- Navigate to Billing > Live Claims Feed.

The screenshot shows a vertical menu under the heading 'Billing'. The menu items are: BILLING, Billing Summary, Live Claims Feed (highlighted in blue), Patient Payments, Day Sheet, Transactions, Remittance Reports, Unmatched ERAs, Insurance Credit Card Payments, Accounts Receivable, Patient Statements, Product/Procedure, Patient Balance Ledger, Fee Schedule, Underpaid Items, Adjustment Master, Sales Tax, and Billing Log.

- Select the patient for whom the payment has been retracted and go into their billing details.
- Scroll down to the bottom where the payment is posted.

The screenshot shows a table with columns: Code/Check Date, Description, Mods/Posted Date, Service Date, EPSDT, Qty/Min, Dx Pointers, Price, Billed, Allowed, Adjmt, Ins 1 paid, Ins 2 paid, Pt Paid, Ins Bal, Pt Bal, Status/Adj Type. A 'Totals' row shows: Billed \$150.00, Allowed \$125.00, Adjmt \$25.00, Ins 1 paid \$0.00, Ins 2 paid \$0.00, Pt Paid \$25.00, Ins Bal \$100.00, Pt Bal \$0.00, Status 'Paid In Full'. Below this, three rows are shown with 'Adjmt Reas' (Adjustment Reason) dropdowns: 'Insurance Payme', '45: Charge exce', and '2: Coinsurance Ai'. The third row has a 'Pt Paid' of 25.00 and a 'Status/Adj Type' of 'PATIENT RESP'.

- Click on the blue + sign and add as many rows as you need (1 for Insurance Payment; 1 for contractual adjustment; 1 for copay, plus any additional that are listed on the EOB)

Code/Check Date	Description	Mods/Posted Date	Service Date	EPSDT	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:								\$150.00	\$125.00	\$25.00	\$0.00	\$0.00	\$25.00	\$100.00	\$0.00	Paid In Full
99213					1.00	1 0 0 0	150.00	150.00	125.00	25.00	0.00	0.00	25.00	100.00	0.00	Paid In Full
11/03/2020	Check # 12345	11/03/2020								100.00	0	[1] Aetna	0: Settled			
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			ADJ INSURER
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			PATIENT RESP
11/02/2020		11/03/2020												25.00		

- Post the payment, contractual adjustment, and any patient responsibility as negative amounts using code 22 to designate it as a reversal of the previous payment.

Code/Check Date	Description	Mods/Posted Date	Service Date	EPSDT	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:								\$150.00	\$125.00	\$25.00	\$0.00	\$0.00	\$25.00	\$100.00	\$0.00	Paid In Full
99213					1.00	1 0 0 0	150.00	150.00	125.00	25.00	0.00	0.00	25.00	100.00	0.00	Paid In Full
11/03/2020	Check # 12345	11/03/2020								100.00	0	[1] Aetna	0: Settled			
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			ADJ INSURER
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			PATIENT RESP
11/04/2020	Check # 987654	11/04/2020								-100.00	0	[1] Aetna	22: Reversal c			
11/04/2020	Check # 987654	11/04/2020								-25.00	0	[1] Aetna	22: Reversal c			
11/04/2020	Check # 987654	11/04/2020								-25.00	0	[1] Aetna	22: Reversal c			

- Posting negative amounts to each line item to reverse them.

Code/Check Date	Description	Mods/Posted Date	Service Date	EPSDT	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:								\$150.00	\$150.00	\$0.00	\$0.00	\$0.00	\$25.00	\$100.00	\$0.00	Paid In Full
99213					1.00	1 0 0 0	150.00	150.00	150.00	0.00	0.00	0.00	25.00	100.00	0.00	Paid In Full
11/03/2020	Check # 12345	11/03/2020								100.00	0	[1] Aetna	0: Settled			
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			ADJ INSURER
11/03/2020	Check # 12345	11/03/2020								25.00	0	[1] Aetna	0: Settled			PATIENT RESP
11/04/2020	Check # 987654	11/04/2020								-100.00	0	[1] Aetna	22: Reversal c			
11/04/2020	Check # 987654	11/04/2020								-25.00	0	[1] Aetna	22: Reversal c			
11/04/2020	Check # 987654	11/04/2020								-25.00	0	[1] Aetna	22: Reversal c			

- Once entered click **Verify & Save**.

Now, the insurance balance will show as outstanding and you can proceed with either appealing the retraction, billing the patient, or adjusting the balance, depending on the situation.

Please be sure to add the EOB/Correspondence to your Remittance Report section so that the image is available on demand within the appointment. For instructions on how to attach an EOB, please see [this article](#).